DOCUMENT RESUME

ED 324 015 IR 053 290

TITLE Document Delivery Policy. Region 2 Regional Medical Library Network .
INSTITUTION Southeastern/Atlantic Regional Medical Library Services, Baltimore, MD.
PUB DATE Jan 89
NOTE 8p.
PUB TYPE Guides - Non-Classroom Use (055) -- Legal/Legislative/Regulatory Materials (090)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Academic Libraries; *Administrative Policy; *Delivery Systems; Fees; Higher Education; Information Dissemination; *Interlibrary Loans; *Library Networks; Library Standards; *Medical Libraries; Regional Libraries; *Shared Library Resources
IDENTIFIERS National Library of Medicine MD; Regional Medical Library Network; United States (Southeast)

ABSTRACT

Standardized policies and procedures for interlibrary loan and resource sharing in the Southeastern/Atlantic Region of the Regional Medical Library (RML) Network are presented in this policy statement. RML network institutions, which are divided into categories based on their ability and willingness to assume responsibility for interlibrary lending of materials, include: (1) the National Library of Medicine; (2) the University of Maryland Health Sciences Library; (3) resource libraries--i.e., primarily medical libraries associated with a university; and (4) basic health sciences libraries--i.e., hospital libraries and other academic health science libraries. A section on interlibrary loan covers general principles; locator tools; directions for preparing loan requests; requesting patterns; borrowing from the National Library of Medicine; and the use of DOCLINE, the National Library of Medicine's automated interlibrary loan request and referral system. Charges for filled loans, referrals, and for supplying loans to non-network participants are discussed in a separate section. The final section explains the objectives of and procedures for collecting and submitting performance data. Addresses and telephone numbers are provided for the 29 Region 2 RML resource libraries, which are located in Alabama, the District of Columbia, Florida, Georgia, Maryland, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia. (SD)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED324015

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☑ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

DOCUMENT DELIVERY POLICY

Region 2

Southeastern/Atlantic Regional Medical Library Services

University of Maryland Health Sciences Library

January 1989

IR053290

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Faith A.Meakin

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

IR

Region 2
Document Delivery Policy

SOUTHEASTERN/ATLANTIC REGIONAL MEDICAL LIBRARY SERVICES

Region 2 libraries of the Regional Medical Library Network will provide efficient, cost effective interlibrary loan services ensuring that health professionals throughout the Region have timely access to information from the nation's health sciences libraries. For consistent high quality document delivery, network libraries will follow standardized national and regional policies and procedures.

I. THE NETWORK PARTICIPANTS

A. Any library, information center, institution or organization in Region 2 with its own collection of health sciences materials from which, in part, it provides information services to health professionals, can become a network participant. As participating institutions, libraries accept the goals and principles of the Region 2 Document Delivery Policy. For network membership information contact the SE/A RMLS office.

B. Network institutions are divided into the following four categories based on ability and willingness to assume responsibility for interlibrary lending of materials:

1. National Library of Medicine (NLM)

NLM responsibilities include national coordination and interface with other national document delivery networks; provision of document delivery services for print or non-print materials to augment regional resources; collection and distribution of management data to monitor network performance; and development and support of DOCLINE, an automated document delivery routing, referral and data management system.

2. University of Maryland Health Sciences Library, Region 2 Regional Medical Library (RML)

As the RML, the Health Sciences Library is responsible for developing and implementing a regional document delivery plan, including the selection of Resource Libraries, consistent with the national plan; coordinating the production and distribution of Region 2 locator tools; and serving as a backup resource for supplying requested items not available elsewhere in Region 2.

The Health Sciences Library also fosters cooperative activities relating to collection development and collection maintenance in Region 2; interfaces with other document delivery networks; participates in exploring improved methods of document delivery; and manages the collection, analysis and interpretation of regional document delivery performance data.

3. Resource Libraries

Resource Libraries are libraries, selected by the RML, with sufficient collections and current acquisitions to provide document delivery service including referrals, in accordance with Region 2 policies and procedures. Resource Libraries must contribute to and maintain holdings data in Region 2 locator tools; supply interlibrary loan statistics to the RMLS on a quarterly basis; and participate in other regional programs.

4. Basic Health Sciences Libraries (BHSLs)

BHSLs are hospital libraries, academic health sciences libraries and other network participants which do not serve as Resource Libraries. BHSLs should contribute to and maintain holdings data in the national locator tool. These libraries are encouraged to develop adequate resources to respond to their users' needs and to cooperate with other local libraries to share resources among themselves before forwarding non-available requests to the appropriate Resource Library.

II. INTERLIBRARY LOAN SERVICE

A. General Principles

Health professionals are expected to access the network through the nearest network library with which they are affiliated. Libraries are expected to process requests from other institutions to the extent they are able. Network libraries shall make optimal use of local resources before forwarding non-available requests to an appropriate Resource Library.

B. Locator Tools

Network libraries are expected to use the latest editions of Region 2 locator tools to determine the nearest library which holds the item desired and to send requests directly to that library. For journal requests to Region 2 Resource Libraries, the *Region 2 Union List of Serials* must be consulted in order to avoid potential referral charges. Librarians may also want to consult local and state union lists of serials where available. For monograph and audiovisual requests OCLC, NUC, AVLINE and state monographic or audiovisual union lists are acceptable locator tools when available to the requesting library. All requests must indicate which locator tool was used. (See also Section III, CHARGES)

IR053290

C. Preparing the ILL Request

1. Requests submitted on the American Library Association (ALA) four-part interlibrary loan form must be typewritten and signed. DOCLINE and OCLC requests should follow the system's standard work form. Teletyped requests or those sent via an electronic message system must conform to the NLM format.

2. Regardless of the form of transmission, each request must include the applicable statement of conformance to either the U.S. Copyright Law (CCL) or Copyright Guidelines (CCG).

3. Requests should be for no more than one monograph, one journal, one audiovisual or one article per form. Articles in more than one part must be requested separately.

4. Citations should be complete.

a. Journal articles requested should have the complete journal title, volume, number, date, author, title and pagination. If the full title cannot be verified, use the abbreviation exactly as it appears in the source cited.

b. Monograph requests should have the full name of the author and/or responsible corporate body, title, series titles (if applicable), edition, publisher and publication date.

c. Audiovisual requests should have the complete title, name of institution or person responsible for the work and/or producer, format and date.

5. Requests should be verified whenever possible. If verification in a standard index is impossible, the request should indicate what has been consulted, e.g. *not in Index Medicus 1975-83.* The source where the reference was cited is also acceptable. Resource Libraries are not obligated to verify incoming requests. Requests which do not include verification or a source of reference may be returned if the citations are incomplete.

6. NLM call numbers and OCLC control numbers should be included when known.

7. Each request must indicate the locator tool in which the holding library has been identified. If no location was found, list all the locator tools consulted. This information should appear to the right of the lending library address box.

8. Each request should note all applicable restrictions.

The restrictions should be noted on the top of the request form or in the appropriate spaces provided on the paper or electronic form. Examples of restrictions include: the maximum charge the requesting library will pay; names of libraries with whom deposit accounts are set up; or instructions to not refer.

D. Requesting Patterns

1. Journal

a. Item Held Locally

In general, a network library which determines that the desired item is held locally should submit the request to that library. Local intraconsortia lending agreements should be developed to promote rapid and economical document delivery. When filled locally, a loan may be subject to a charge, not to exceed the national maximum.

b. Item Held at Nearest Resource Library

A network library which determines that a desired item is available at its nearest Resource Library may submit the request to that library. In general, a network library should exhaust the resources in the state before sending to a library outside the state. A filled loan is subject to a charge which shall not exceed the national maximum.

c. Item Held in Region But Not at Nearest Resource Library

A network library which determines that a desired item is not available at its nearest Resource Library but is held at another Resource Library or the RML in Region 2 may submit the request directly to the library holding the item. Such filled requests are subject to a charge which shall not exceed the national maximum.

d. Item Not Held at Regional or Resource Libraries

Interlibrary Loan requests which cannot be filled within Region 2 may be sent directly by any network library to either NLM or any Resource Library in the nation (RMLs are considered Resource Libraries). See section II, F—Borrowing from the National Library of Medicine (NLM) or from Resource Libraries in Other Regions.

Region 2

SE/A RMLS

• **Resource Libraries**

e. Item Held at the Resource Library or RML but Not Filled

When a Region 2 Resource Library or the RML holds the item but cannot fill the request, the library will refer it to another holding Region 2 Resource Library, an RML, or to NLM. If no referral is desired, the request form must indicate **DO NOT REFER**. No referral charge shall be levied if the request was based on information in the latest edition of the *Region 2 Union List of Serials*.

2. **Monographs and Audiovisuals**

a. Where locator tools are available, loan requests should be sent directly to the nearest library in Region 2 holding the item.

b. For network libraries with no locator tools, requests should be sent to the nearest Resource Library for filling or referral to another Resource Library, an RML, or NLM. No referral charge shall be levied.

E. Filled loans or notices of non-fulfillment are to be sent directly to the originating library.

F. Borrowing from the National Library of Medicine (NLM) or from Resource Libraries in other Regions

1. **Policies**

Any institution that borrows items from NLM must include its unique Library Identification or LIBID on all requests sent to NLM; the LIBID is used for address and billing purposes. The LIBID should be placed near the library's address. SE/A RMLS has a current list of the existing codes for libraries in the Region. LIBIDs are assigned by NLM to facilitate identification of the requesting library. For institutions that do not have a LIBID, one may be obtained by contacting the Collection Access Section at the National Library of Medicine. (The NLM Interlibrary Loan Policy Fact Sheet, April 1988, is available from SE/A RMLS.)

a. **Journals:** A request for a journal title that cannot be filled either by local institutions or by regional Resource Libraries may be sent directly to the National Library of Medicine or to a Resource Library (RMLs are also considered Resource Libraries) in one of the other six regions. The current edition of the *Region 2 Union List of Serials* must be checked first to make certain that no Resource Library has the title in its collection. The request must clearly state **NOT HELD IN REGION 2**. If it does not have this statement, the request will be rejected by NLM or by the Resource Libraries in other regions. If any item is requested from a Resource Library in another region, the request will be processed in compliance with the interlibrary loan policies and charges of that region. (Information about major regional locator tools for the other six regions are available from the RMLs office.)

b. **Books:** An ILL request for a book can be sent directly to the National Library of Medicine only if it can be determined by using a bibliographic utility, such as RLIN or OCLC, that it is not available in Region 2. The request must indicate **NOT AVAILABLE IN REGION 2**. If it is sent directly to NLM without this statement, the request will be rejected and returned to the borrowing library.

c. **Audiovisuals:** Any audiovisual title listed in the AVLINE database is available on interlibrary loan from NLM to libraries in the United States and Puerto Rico. These loans are subject to compliance with the National Interlibrary Loan Code of the American Library Association. In addition, the request must include the NLM call number, the verification source, such as AVLINE, and the name with signature, if possible, of the authorizing personnel of the borrowing institution. Requests without an authorizing name will not be accepted.

2. **Charges**

Requests filled by the National Library of Medicine are $7 for each interlibrary loan of a photocopy, book, audiovisual of microfilm. Fees include charges for handling and postage. For audiovisual loans, the borrowing library must pay return postage and have the audiovisual insured for return shipment. Federal libraries are provided free service IF the requesting library has complied with RML network policy for routing the ILL request. There is no charge for either a referral or an unfilled item. Payment should not be enclosed with the loan request. Invoices are issued quarterly by the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, VA 22161. Deposit accounts can be established with NTIS.

3. **Telefacsimile Service**

On July 1, 1987, NLM began telefacsimile service for documents needed on an emergency basis. ILL requests for this service are accepted preferably by telefacsimile or by telephone during all the hours that the National Library of Medicine is open. The emergency requests will be filled within two hours, if possible. NLM does not normally accept requests for materials held in other regions, but this restriction is waived in cases of clinical emergencies. There is a $3 surcharge for each document transmitted; the total charge for a document to a domestic requester through this service is $10. CLINICAL EMERGENCY must be noted on the request. If such a statement is not included, the request will be processed as a regular interlibrary loan request. The NLM Telefax machine is a Group III type. The telefax number is (301) 496-2809.

4. **Referrals**

NLM will refer requests which are within the scope of its collection, are not available at NLM, and are identified as held by another library. At this time, NLM is referring to the Resource and Area Libraries in other regions of the RML Network, the British Library Document Supply Center, the National Agriculture Library, the American Hospital Association Library, the American Dental Association Library and the American Journal of Nursing Company. To have a request referred, indicate **REFER ON** at the top of the ALA form or in the comments field on an electronically transmitted request.

G. DOCLINE

1. General Information

DOCLINE is the National Library of Medicine's automated interlibrary loan request and referral system. It was developed to improve service to the health professional by the rapid routing of ILL requests through the RML network. The system can be accessed by the same terminal or microcomputer that is used to access MEDLINE or other databases. To be a DOCLINE participant a library must have entered its serial holdings information in SERHOLD, completed a DOCLINE application and received a DOCLINE password from NLM. Additional information about DOCLINE and application packets may be obtained from the SE/A RMLS office.

2. DOCLINE Policies and Procedures

a. If a library wishes to become a DOCLINE participant, its serials holdings must be included in SERHOLD, NLM's National Biomedical Serials Holdings Database. Information about how to enter one's serials holdings into SERHOLD may be obtained from the RMLS office.

b. It is the responsibility of all region 2 libraries that participate in DOCLINE, to keep their serial holdings information in SERHOLD both accurate and current. Any library that fails to update its SERHOLD holdings in two consecutive years will be deleted from the database by NLM. Consequently, with no holdings information in SERHOLD, the deleted library's DOCLINE code will be deactivated by NLM as well.

c. When applying to use DOCLINE, network libraries must submit routing tables which reflect guidelines recommended in this policy. (See section D above). The routing table should also represent a library's normal borrowing patterns.

d. Lending institutions must accept their loan requests within one working day of input, or the requests will be automatically routed to another potential lender. For this reason, it is important that every DOCLINE participant log into the system on a daily basis to receive requests.

e. All requests received through DOCLINE must be acted upon within four working days of receipt. If the request is not updated by the end of that time period, the loan will automatically be routed to another potential lender.

f. If a lending library fills a request and neglects to update the record to show that the loan has been filled, it is *not entitled* to payment for the filled request.

g. A lending library **must** check the MAXCOST field before filling an interlibrary loan request, to ensure that the borrowing library is willing to pay the full amount charged by the lending institution. If the borrowing library's MAXCOST is lower than the ILL charges specified by the lending library, the loan should not be filled. A borrowing library may not be charged any amount greater than the amount specified in the MAXCOST field by that institution.

DOCLINE SERVICE DESK

The DOCLINE Service Desk at NLM exists to respond to questions, problems and comments of DOCLINE users. For assistance using DOCLINE or if you have questions about the system, call the DOCLINE service desk at **(800) 633-5666** (outside of Maryland) or **(301) 496-5511** (in Maryland). Collect calls will be accepted.

The DOCLINE Service Desk is staffed from 8:30 am–4:30 pm Eastern Time, Monday through Friday except Federal holidays. Outside these hours a message may be left on the telephone answering device and a staff member will return the call as soon as possible. Users may also send written comments to the following address: DOCLINE Service Desk, Collection Access Section, National Library of Medicine, 8600 Rockville Pike, Bethesda, MD 20894

III. CHARGES

A. Charges for Filled Loans

1. There is a maximum charge in Region 2 of $8 for journal and monographic requests filled for network libraries. This maximum charge conforms with the national maximum set by NLM for RML network libraries.

2. NLM will charge $7 for each filled interlibrary loan in the form of a photocopy or loan of a book, audiovisual or microfilm.

3. Agreements among local institutions and consortia to waive network charges will be recognized.

4. Audiovisual loans are not subject to the national maximum charge. Charges shall be set by the lending institution.

B. Referral Charges

1. There shall be a maximum charge of $8 for referring journal requests when:

a. Such requests do not indicate use of the *Region 2 Union List of Serials*;

b. The Union List of Serials is used incorrectly.

2. No referral charge shall be levied for:

a. Items which a library cannot fill but is listed as owning in the *Region 2 Union List of Serials*;

b. Titles not appearing in the *Region 2 Union List of Serials*;

c. Monograph or audiovisual requests;

d. DOCLINE requests.

C. Network libraries may establish individual fee schedules and policies for supplying loans to non-network participants.

SE/A RMLS Resource Libraries

ALABAMA

Lister Hill Library of the Health Sciences
University of Alabama
Birmingham, AL 35294
(205) 934-5460

Biomedical Library
University of South Alabama
Mobile, AL 36688
(205) 460-7043

DISTRICT OF COLUMBIA

Himmelfarb Health Sciences Library
George Washington University
Washington, DC 20037
(202) 994-3528

Dahlgren Memorial Library
Georgetown University Medical Center
Washington, DC 20007
(202) 625-7673

Health Sciences Library
Howard University
Washington, DC 20059
(202) 636-6433

FLORIDA

J.H. Miller Health Center Library
University of Florida
Gainesville, FL 32610
(904) 392-4016

Louis Calder Memorial Library
University of Miami
Miami, FL 33101
(305) 547-6441

Medical Center Library
University of South Florida
Tampa, FL 33620
(813) 974-2399

GEORGIA

A.W. Calhoun Medical Library
Emory University
Atlanta, GA 30322
(404) 727-5820

Library
Medical College of Georgia
Augusta, GA 30912
(404) 721-2856

School of Medicine Library
Mercer University
Macon, GA 31207
(912) 744-2515

MARYLAND

Welch Medical Library
Johns Hopkins University
Baltimore, MD 21205
(301) 955-3411

Library
Medical and Chirurgical Faculty
of the State of Maryland
Baltimore, MD 21201
(301) 539-0872

Health Sciences
Library University of Maryland
Baltimore, MD 21201
(301) 328-7545

MISSISSIPPI

Rowland Medical Library
University of Mississippi
Medical Center
Jackson, MS 39216
(601) 984-1290

NORTH CAROLINA

Health Sciences Library
University of North Carolina
Chapel Hill, NC 27514
(919) 966-2111

Medical Center Library
Duke University
Durham, NC 27710
(919) 684-2092

Health Sciences Library
East Carolina University
Greenville, NC 27834
(919) 551-2212

Library
Bowman Gray School of Medicine
Winston-Salem, NC 27103
(919) 748-4694

SOUTH CAROLINA

Medical University of
South Carolina Library/LRC
Charleston, SC 29425
(803) 733-2374

School of Medicine Library
University of South Carolina
Columbia, SC 29201
(803) 733-3344

TENNESSEE

Medical Library
Quillen-Dishner College of Medicine
East Tennessee State University
Johnson City, TN 37614
(615) 929-6252

Center for Health Sciences Library
University of Tennessee
Memphis, TN 38163
(901) 528-5636

S.S. Kresge Learning Resources Center
Meharry Medical College
Nashville, TN 37208
(615) 327-6728

Medical Center Library
Vanderbilt University
Nashville, TN 37232
(615) 322-2299

VIRGINIA

C. Moore Health Sciences Library
University of Virginia Medical Center
Charlottesville, VA 22908
(804) 924-5464

Eastern Virginia Medical School Library
Norfolk, VA 23501
(804) 446-5841

Tompkins-McCaw Library
Virginia Commonwealth University
Richmond, VA 23298
(804) 786-0633

WEST VIRGINIA

Medical Center Library
West Virginia University
Morgantown, WV 26506
(304) 293-2113

The interlibrary loan policies of Region 2 Resource Libraries are contained in the *Region 2 Interlibrary Loan Policy Handbook* which is included with the purchase of the *Region 2 Union List of Serials* or is available separately from the SE/A RMLS.

IV. PERFORMANCE DATA

A. Rationale

The basic objective of the collection and submission of performance data is to provide the Region 2 RML with data needed to assist in developing and implementing programs and services. This data supplies information for the evaluation of current performance and determination of trends and future needs. The data will also assist the Region 2 RML with programs in collection development, maintenance and preservation.

B. Data Collected

Resource Libraries and the RML will supply interlibrary loan statistics on the standardized form from the RML. Statistics will be supplied for each quarter of the calendar year (Jan–Mar, Apr–June, July–Sept, Oct–Dec). Statistics should be sent to the Resource Sharing Coordinator at the Region 2 RML Office fifteen days after the close of each quarter.

1. Total Requests Received: total number of book, journal and audiovisual requests received by the library for the quarter.

2. Filled Requests: all the requests filled by the library for the quarter whether lending the original piece or supplying a photocopy.

3. Unfilled Requests: all requests returned or referred during the quarter.

4. Referred Requests: three separate statistics should be kept, one for requests referred to NLM, one for those requests referred elsewhere and a third for requests referred via DOCLINE.

C. Fulfillment Standard

The measure of fulfillment (fill rate) is calculated by dividing the number of received requests into the number of filled requests. The acceptable minimum level of performance for the RML and Resource Libraries is a 75 percent fill rate.

D. Throughput Standard

The RML will assign one week each quarter for the Resource Libraries and the RML to determine the number of calendar days it takes to complete processing of filled and unfilled requests. Random sampling techniques designed to ensure 95 percent accuracy will be used in determining throughput. Network standards require that 85 percent of filled loans be processed completely within four calendar days and that 85 percent of non-available requests be processed within seven days.

E. Notification of Non-Availability

All network participants will indicate reasons for not filling document delivery requests by including this information as specifically as possible (e.g. *issue not owned, missing,* etc.) in the *remarks* portion of the interlibrary loan request form.

January 1989

Southeastern/Atlantic
Regional Medical Library Services

University of Maryland Health Sciences Library
111 South Greene Street
Baltimore, Maryland 21201

Phone: (800) 638-6093 (outside Maryland) or (301) 328-2855